

# IMPACT

California Department of Child Support Services  
Statewide Training Team  
Newsletter

Summer Edition

Issue 1

Training Implementation & Newsletter Kickoff

July 2001

## *Welcome to the First Issue of the **IMPACT** Newsletter!*

This is the first edition of the **IMPACT** newsletter, a tool for maintaining communication and networking with the members of the California Statewide Child Support Training Team.

We want this newsletter to become a forum for sharing information and ideas, and for recognizing your dedication, good humor and wealth of experience.

We chose this name because we wanted it to be meaningful for all.

**IMPACT** stands for:

**I**NFORMATION

**M**ANAGEMENT

**P**UBLICATION

**A**CCENTUATING

**C**HILD SUPPORT

**T**RAINING

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DO YOUR PART TO HELP CALIFORNIA SAVE ENERGY  
For energy saving tips, visit the DCSS website at  
[www.childsup.cahwnet.gov](http://www.childsup.cahwnet.gov)

## New Statewide Regulation Training

### Background

The Department of Child Support Services (DCSS) is excited to announce the eminent release of a new mandatory statewide course, **“Complaint Resolution & State Hearing Regulation Implementation Training”**. Three important criteria were considered in approaching this curriculum design project:

1. Consistency across the state was critical - every child support worker must receive the same information relative to the content, intent and direction contained in the regulations.
2. The training needed to be developed rapidly to support the effective date of the regulations - July 1, 2001.
3. The training needed to ensure appropriate levels of training, i.e., provide an overview for all child support workers as well as a sufficient level of technical detail for those working directly with the new program.

In considering these criteria, we determined that the most effective way of accomplishing our objective would be to employ technology. The use of technology could guarantee consistency across the state, facilitate rapid design and implementation needs and enable us to develop lessons for targeted audiences. Realizing such an approach may represent significant changes for some county staff, we thought it important to inquire about capability and receptiveness.

You will recall that in May, 2001 the DCSS Training and Procedures Team (TPT) requested your feedback regarding how staff in your organizations might receive training delivered through modes beyond traditional lecture. Your enthusiasm and feedback were genuinely appreciated and, as you will see below, applied to the development of this curriculum and its implementation.

One theme in your feedback focused on needs driven by learning styles and delivery preferences. When the training is released, training coordinators will receive a CD-ROM, an Internet address and a video. The CD ROM and Internet options are targeted for self-paced learners and for organizations who are comfortable with computer-based training. For those who feel more comfortable with a more traditional group setting, training sessions can be arranged with a county facilitator using the video. These three options enable students and agencies to learn and train at the pace and style that works best for them.

### Content Overview

The Complaint Resolution and State Hearing Regulation Implementation training course consists of five lessons. These lessons have been structured in a progressive fashion, with Lesson One providing a broad foundation for all staff, and each subsequent lesson with greater detail about a particular component of the overall process. While all child support staff are welcome to review all lessons, DCSS has determined that each lesson is mandatory for at least the target audiences noted below:

## Lesson One – General Process Overview

### **Mandatory for All Staff**

This lesson is designed to provide all child support staff with an overview of the complaint resolution and state hearing processes. Completion of this lesson will enable all staff to respond to and/or appropriately refer customer inquiries about the complaint resolution and state hearing processes.

## Lesson Two – Complaint Review & Investigation

### **Mandatory for Caseworkers, Ombudspersons and Administrators**

The purpose of this lesson is to enable appropriate staff to successfully review a complaint and determine jurisdiction, investigate a complaint, and close a complaint investigation properly.

## Lesson Three – State Hearings

### **Mandatory for Caseworkers, Ombudspersons and Administrators**

This lesson provides detailed information about the state hearing process and the LCSAs role in that process.

## Lesson Four – Administration

### **Mandatory for Caseworkers, Ombudsperson Program staff and Administrative Staff**

This lesson addresses administrative requirements for managing the local complaint resolution and state hearing processes. Topics include complaint closure and records maintenance requirements, complaint information reporting requirements and requirements for monitoring State Hearing decisions to ensure compliance.

## Lesson Five – Automated Tracking System

### **Mandatory for staff who will work in the Complaint Resolution Tracking System (CRTS).**

This lesson explains the new CRTS, its purpose and intent and how to navigate through the system.

## Forms and Frequently Asked Questions

This last section will provide staff with Help Desk and additional reference information. It will include:

- ✓ A Help Desk telephone number that LCSAs can use to resolve any technical difficulties encountered with the training materials.
- ✓ An email address that Training Coordinators can use to direct questions about the materials to DCSS.
- ✓ A website address for Frequently Asked Questions (FAQs) about the complaint resolution and state hearing processes. This FAQ site will be routinely updated so that it becomes a long-term resource for county staff to use.
- ✓ Images of all forms developed for the complaint resolution and state hearing processes with hyperlinks that will enable users to print each form.

## Implementation

### Training Rollout

You will be provided one electronic copy of the Student Toolbook and Coordinator Handbook. It will be necessary for you to duplicate the Student Toolbook for your training classes. These will be distributed via email by Friday, July 20, 2001, to allow sufficient time for preparation and presentation.

Instructional tools will be distributed no later than July 26, 2001 via overnight mail delivery. These materials will include:

- CD-ROM
- Video

The internet-based and CD-ROM presentations do have an audio track. Headphones or speakers, although not required, are necessary to hear the audio option of this presentation. If your staff's computers do not have audio capability or speakers and you do not have sufficient numbers of headphones, you may want to order them or opt for the video instead.

### Schedule

Training will be held over a three-week period starting Monday, July 30, 2001. During these weeks, regional conference calls will be scheduled to address questions about the training material.

- ✓ If participants have questions regarding the training material, regardless of which delivery mode is being employed, these questions should be directed to the Training Coordinator and/or designee.
- ✓ The conference calls will be held each Friday throughout the training period. (There will be one alternate conference call day to accommodate staff who work alternate schedules and are not available for the Friday conference calls.)
- ✓ Conference calls will be staffed by TPT and Information Technology. During these calls, questions will be clarified and consolidated.
- ✓ Following the conference calls, questions will be directed to the appropriate DCSS program area for response. Once prepared, the questions and answers will be posted to and maintained on the course FAQ on the DCSS website. LCSAs who presented specific questions will receive a direct response from DCSS.

### Planning

We recommend that Training Coordinators present this preliminary program information to their administrators and facilitate decisions relative to how the organization wants to implement the training at the local level. Administrators should be advised that the training can be delivered using the Internet, CD ROM, and/or video and that, with the exception of the Student Toolbooks that will be reproduced at the local level, DCSS is providing all related instructional materials. This discussion and decision making process will facilitate the planning and overall coordination of training at the local level. ***The TPT wants to make this a smooth and successful implementation and is available to consult with the LCSAs.***

Please contact Kim Krazynski at (916) 464-5174 or kim.krazynski@dcss.ca.gov if such assistance is needed.

### Course Evaluation

The course materials will be released with two types of course evaluations -- one for participants and one for Training Coordinators. Results will help us determine if any adjustments are needed to the materials or the implementation process and evaluate how staff received the training. Follow up evaluations will be conducted in approximately three months to assess the impact of training on job performance.

After initial implementation, these course materials should be maintained for use by staff whenever necessary. The TPT will advise the Training Coordinators as updates are made to the materials.

## Federal Demonstration Project Update

### Inventory

#### Apology and Appreciation

Many Training Coordinators encountered difficulty in accessing and using the Training Inventory Tool. The federal contractor has reported that there was an unforeseen incompatibility between the website and some browser software. We regret any inconvenience that this caused you and sincerely appreciate the patience and determination that you demonstrated in getting your information submitted!

#### Next Steps

The federal contractor will be presenting reports from the inventory database that will help us identify existing course materials.

The TPT will request copies of existing materials from the counties. Once received, the materials will be evaluated for potential statewide implementation.

The project workgroup is developing the evaluation instrument and alternative approaches for the evaluation process. The next issue of the newsletter will provide more information about the group's work in these areas.

### Needs Assessment

The Needs Assessment instruments have been submitted to the federal contractor's information technology group for automation. It is expected that the automation process will take approximately 60 days. The work group is now initiating discussion about logistics for releasing the assessment. The next issue of the newsletter will provide more information about how this will be done.

## Solicitation of Articles, Feedback, Etc.

The TPT is responsible for producing this newsletter. The purpose of the newsletter is to establish and ensure the maintenance of adequate communication networking and recognition amongst members of the Statewide Child Support Training Team. We will experience a tremendous rejuvenation of training over the next several years and communication is central to the TPT's commitment to providing the highest level of service possible to county agencies.

***We encourage all Training Coordinators and IV-D Directors to participate*** in the newsletter by reading it, submitting articles, posting events, posting inquiries and providing feedback. We expect this newsletter to be released at least quarterly, but more often if necessary. If you wish to submit anything for inclusion in the newsletter, please contact Doreen Conley at (916) 464-5250 or at [doreen.conley@dcss.ca.gov](mailto:doreen.conley@dcss.ca.gov).



## From The Editors Desk

### Making It Right

The **IMPACT** Newsletter is produced by the California Department of Child Support Services TPT. Reporting information accurately is one of our fundamental values. It is our intent to promptly acknowledge errors. Mistakes should be brought to the attention of Doreen Conley at (916) 464-5250 or at [doreen.conley@dcss.ca.gov](mailto:doreen.conley@dcss.ca.gov).

### DCSS Training Office Team



Pictured left to right: Tim Hughes, Gloria Clemons-White, Kim Krazynski, Doreen Conley

### **Kim Krazynski**

I came to Child Support Services after spending 16 years in the California Department of Corrections. Eight of those years were dedicated to human resource management positions, and 5 years in management. I am thrilled to be a part of this team and am looking forward to working with all of you to develop the premier child support training program in the nation!

### **Gloria Clemons-White**

I began my State service career in 1981. I worked in the Department of Social Services, Disability Evaluation Division, as a disability evaluation analyst. In 1985 I left the Department of Social Services and went to the Department of General Services in the Procurement Section and worked as a buyer. Then in 1987, I moved back to the Department of Social Services and started working in the Refugee Resettlement Branch as an operations analyst providing technical assistance and training to refugee impacted counties. I accepted a position in the Foster Care Branch, Recruitment and Training Unit in 1998 as a trainer and recruiter for the foster care program. After the establishment of the new Department of Child Support Services, I transferred to the TPT. I enjoy reading, walking and writing short stories/sermons in my spare time.

### **Doreen Conley**

I joined the TPT in May of this year and I am truly excited to be here. This position has already provided me with new challenges and opportunities that come with the creation of a new department. I look forward to getting to know you and helping you with your training needs. I came from private industry starting my state career in October 1997 with the Department of General Services and while I enjoyed it there, I decided it was time to specialize in one main area and in a department that was of personal interest. I heard about this newly created department called Department of Child Support Services which allowed me to accomplish both these goals and decided I wanted to be a part of it. When not working around my 9 year old son's school, sports, and Boy Scouts schedules, I enjoy photography and travel with my family.

### **Tim Hughes**

Before joining the TPT in May 2001, I previously worked at the Franchise Tax Board where my experience included debt collections, management, training, audio and video production, and systems development. I am excited to have the unique opportunity of working at a newly formed department and look forward to creating many professional, yet entertaining, training products. On a personal note, I am married and have two children. My hobbies include spending time with family and friends, gardening, frisbee, swimming, soccer, camping, computers, audio and video productions.



The TPT looks forward to helping you with all your training needs!



## Word Hunt Challenge

```

f q s o c s b r z v m i z k r h o l s x i v o x
q y z f s t c e j o r p x p g k z a n e w a g n
t c x w n o w e l k s u b c e f v r o q l b c o
m u i t t b x u s q z q e x u m x e i v z r i i
i n l t r z s c k t w m w d t v e d t v z c f t
t r o p p u s q t g r y e w m g r e a p n z m a
i o i s e r v i c e s c b r u j z f l y g i s t
p u j w u n m c h i l d s n v p z t u p t g a n
s g d e m o n s t r a t i o n j w n g m r m y e
u c n w b b u w k g z e t y h w z i e r a b i m
g g x i y w y t c r t t e t q q l a r z i o y e
n z h m r t n n q d n a w z u o n l h s n l u l
u f m t r a g m r k a t h i z a b p e y i n q p
k n e w s l e t t e r s l g u l h m v o n t r m
p s w e e q f h p g h u m v c i e o l r g v n i
t c a p m i p c d j a a m r u g b c d f z s y f
b a d m i n i s t r a t i o n a u d j b u h o l
e e u k w g g q q a f f p q c c h i l d r e n g
p x e j c x d k o p l m r e s o l u t i o n v k
  
```

Can you find these words in the puzzle above?

And how long did it take you?

Email us when you've found all the words at [Doreen.Conley@dcss.ca.gov](mailto:Doreen.Conley@dcss.ca.gov).

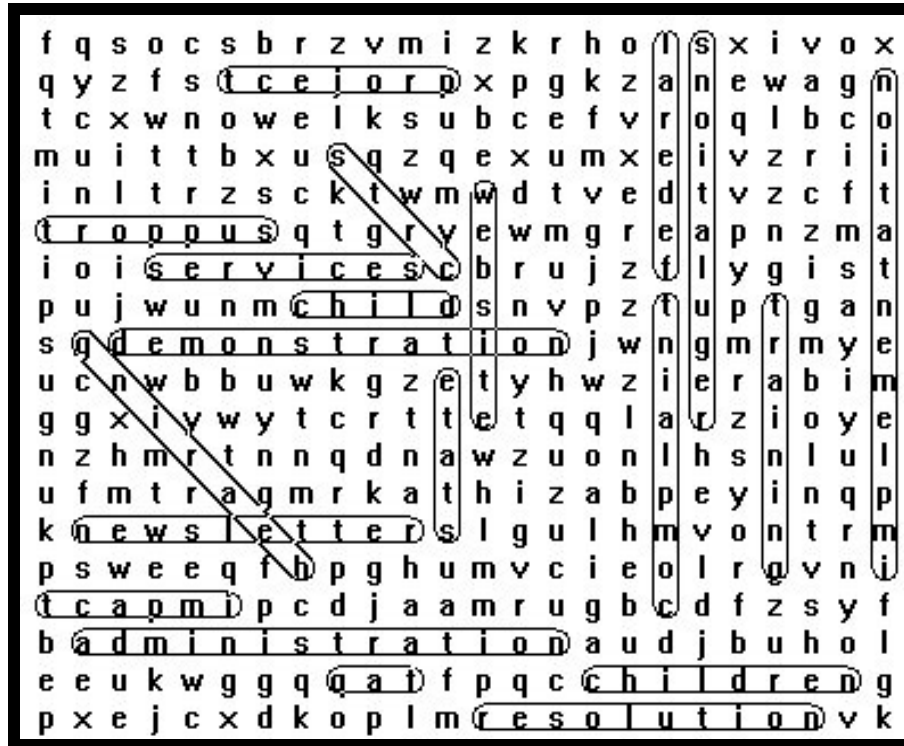
We'll publish the fastest puzzle solvers on the website.

Administration	Federal	Resolution
Child	Hearing	Services
Children	Impact	State
Complaint	Implementation	Support
CRTS	Newsletter	Training
Demonstration	Project	Website
FAQ	Regulations	

**Answers appear on the next page!**

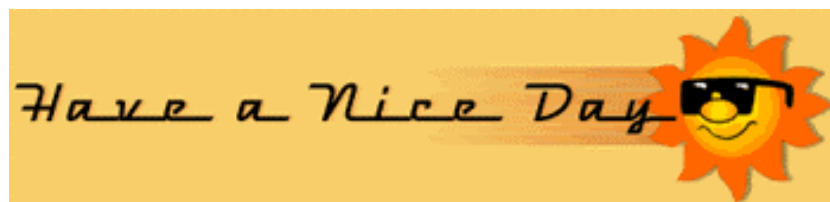


Answers:



The point of **IMPACT** is to share news and information, and encourage communication.

If you have enjoyed this issue of **IMPACT**, please pass it on to a co-worker or friend.



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